

# BUSINESS COMMUNICATIONS

## *Oral and Written*

Those interested in developing communication skills may enroll in either or possibly both Courses. Also, since the enrolment is limited to 35 for each Course, it is inevitable that some persons will not be permitted to join the Fall Term Class. If a sufficient number wish to take both Courses and if a sufficient number is on the waiting list for the Spring Term in either Course, they will be held. The Spring Term Courses will be the same as the Fall Term Courses.

Both Courses, by virtue of their emphasis on participation and individual assistance, are comprehensive and require more effort than may appear. A good command of English and sufficient time to do some home assignments are required.

### REGISTRATION:

By mail or in person at Room 108, 65 St. George St.

In order to accommodate students and enable them to enrol during the evening, registrations will be taken—

Thursday, September 12th

Tuesday, September 17th

Thursday, September 19th

Tuesday, September 24th

Thursday, September 26th

Tuesday, October 1st

evenings, from 7.30 to 9 p.m., in the Wallberg Building,  
corner St. George and College Streets.

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Application forms and course information  
may be obtained by writing

THE DIRECTOR,  
University Extension,  
65 St. George St.

UNIVERSITY OF TORONTO

or telephoning  
WALnut 3-6611

Locals 304, 303, 526, 527



P80 022-0  
(28)

UNIVERSITY OF TORONTO  
UNIVERSITY EXTENSION

COURSES  
IN

BUSINESS COMMUNICATIONS

—*Oral*

—*Written*

—*Oral Advanced*

SESSION 1957-58

# BUSINESS COMMUNICATIONS

## Oral Communications

WEDNESDAY EVENINGS

10 PERIODS

Business and labor leaders agree: "Misunderstanding and distrust caused by a lack of effective communication are among the greatest problems of our modern business world." Studies reveal an increasing emphasis on oral communication in order to pass along information and solve problems.

This short course will help the student to see and hear himself as others in business do. Easy audibility, clear thinking and speaking, attentive listening and colorful expression are the goals in this course.

- Hearing Ourselves as Others Hear Us
- Better Voice Production: Theory and Practice
- Better Voice Production: Oral Reading
- Communicating Ideas: Organization and Development
- Communicating Ideas: Are you telling them?
- Communicating Ideas: Are they getting it?
- Speech Situation I — Informal Discussion
- Speech Situation II — Conference
- Speech Situation III — Public Meeting
- Personal Analyses

INSTRUCTOR: Mrs. Helen Tucker, A.B., A.R.C.T.  
Consultant and Instructor in  
Oral Communications

TIME: Wednesday evenings, 7.30 p.m.

DATES: October 9th—December 11th. Two Courses  
January 8th—March 12th

PLACE: Room 104, School of Nursing Building

FEE: \$15.00

## Written Communications

WEDNESDAY EVENINGS

10 PERIODS

Much of the misunderstanding and wastage of valuable time resulting from improper preparation of written business communications is avoidable. This course is designed to offer participants an opportunity to develop their effectiveness in written expression through discussion and practice in the writing of letters and reports. The program will be planned with the interests and experience of the group in mind; in order to provide the greatest possible amount of individual analysis and assistance, home assignments will be given when necessary. The desirability of creating good relations with other people both within and without the organization will be stressed.

- Business Communications and Public Relations
- Special Problems of Written Communications
- Fundamental Principles of Business Letter Writing
- Format of Modern Business Letters
- Special Types of Business Letters  
including letters of application, credit, collection and adjustment
- Principles of Organization Common to Letter and Report Writing
- Basic Principles of Report Writing
- Special Types of Reports  
including problem-determining reports, problem-solving reports, the executive summary report
- Advanced English

INSTRUCTOR: Angus M. Dixon, M.A.

TIME: Wednesday evenings, 7.30 p.m.

DATES: October 9th—December 11th. Two Courses  
January 8th—March 12th

PLACE: Room 414, Mechanical Building

FEE: \$15.00

## Oral Communications Advanced

MONDAY EVENINGS

10 LECTURES

It is people, not machinery, who instruct, interview, confer, give and receive orders, apply techniques, come up with ideas, resolve problems, present and adjudicate grievances, and interact every moment of the day—*by communicating*. How efficiently they do this depends upon their mastery of various communications skills. BUSINESS COMMUNICATIONS—COURSE II will continue the development of skills in speaking and listening as creative tools of communication.

This special Course is open only to students who have been enrolled in Mrs. Tucker's classes during the last four academic sessions in either the Fall or Spring Term. Enrolment will be limited to the first 25 applications received for either the Fall or Spring Course.

### MANAGEMENT-EMPLOYEE COMMUNICATION IN ACTION

- Sharpening Speech Tools: Voice Production
- Communication Action Program: Textbook Assignment
- Speaking to Groups: Practice from Textbook Assignment in Specialized Situations
- Speaking: Practice from Textbook Assignment in Specialized Situations
- Oral Communication: Personal Relations
- Receiving Communication: Listening and Reading
- Conferences and Meetings: Practice from Text
- Brainstorming as a Creative Thinking Technique
- Project Speeches
- Project Speeches

INSTRUCTOR: Mrs. Helen Tucker, A.B., A.R.C.T.  
Consultant and Instructor in  
Oral Communications

Room 116 or 219, School of Nursing Building.

FEE: \$20.00. Two Courses. Commencing Monday,  
October 7th and January 8th.



# UNIVERSITY OF TORONTO UNIVERSITY EXTENSION

DIRECTOR: J. R. COULTER, B.A.

ASSISTANT DIRECTOR: W. R. J. KIRK, M.A.

## BUSINESS AND INDUSTRY COURSES

October 29th, 1956.

### RE BUSINESS COMMUNICATIONS - ORAL

During the month of September you enrolled in the University Extension Course on Business Communications - Written. We hope that you have been enjoying the sessions from week to week.

A second Course in Business Communications - Oral will be offered during the Spring Term commencing January 9. We have a waiting list of applicants for this Course, but we feel that the class should have a priority opportunity of enrolling.

Your assistance in completing arrangements will be appreciated. If you wish to enrol in the class, the form at the bottom of this sheet must be mailed in the self-addressed, stamped envelope by November 1st. Your cheque for \$15.00 made payable to the University of Toronto, and the enclosed completed application must be received by December 1st. Otherwise your place will be given to a waiting applicant.

Thank you.

W.R. Kirk,  
Assistant Director.

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### Enrolment Form

I wish to enrol in the Spring Term Course in Business Communications - Oral. I understand that my fee cheque of \$15.00 must be received in University Extension by December 1st, otherwise my place will be given to a waiting applicant.

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(Signature)

UNIVERSITY OF TORONTO  
UNIVERSITY EXTENSION

Application for Evening Classes  
**Business and Industry Courses**

I make application for enrolment in the Course indicated below. I understand that no refund is made after the second lecture in any Course.

(COURSE)

*The applicant is required to make out a separate application for each Course, and send in a separate cheque, made out to University of Toronto.*

Name (Mr.) .....  
(Mrs.) .....  
(Miss) ..... (Please Print and underline surname)

Address .....

City ..... Postal Zone No. ....

Telephone: Home ..... Bus. ....

Firm Name .....

Business Address .....

Present Position .....

Date ..... Fee \$ .....

FOR DEPARTMENTAL USE ONLY
Card No. ....
C.A. ....

(Cheques should be made payable to UNIVERSITY OF TORONTO, at par Toronto)

Cash .....  
Pers. cheque .....  
Firm cheque .....

.....  
(Signature)

Any Course may be cancelled if there is insufficient enrolment. Fee is refunded in case of cancellation of Course or applicant may apply fee to another Course if application is made for transfer. (Please see booklet for details.)